

07/31/03 16523 U.S. PTO

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162 North Wolfe Road  
Sunnyvale, California 94086  
(408) 530-9700

Customer Number 28960

28960  
PATENT TRADEMARK OFFICE

MAIL STOP NEW PATENT APPLICATION  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Attorney Docket No.: NUASI-00101

NEW APPLICATION TRANSMITTAL

Sir:

Transmitted herewith for filing is the patent application of Inventor: Carl Schoeneberger et al.

Title: CONTACT CENTER ARCHITECTURE

CERTIFICATION UNDER 37 CFR § 1.10

I hereby certify that this New Application and the documents referred to as enclosed herein are being deposited with the United States Postal Service on this date, July 31, 2003, in an envelope bearing "Express Mail Post Office To Addressee" Mailing Label Number EV334256025US addressed to: **PATENT APPLICATION**, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Francis Guerra  
(Name of Person Mailing Paper)

Signature

Enclosed are:

1. The papers required for filing date under CFR § 1.53(b):  
102 Pages of Specification (including claims); 38 Sheet(s) of Drawings.  
X Formal  
X Informal
2. X Declaration or Oath (combined with Power of Attorney)
3. X Power of Attorney (combined with Declaration)
4. X Assignment of the Invention to Nuasis Corporation (including Form PTO-1595).
5. Fee Calculation  
- Amendment changing number of claims or deleting multiple dependencies is enclosed.

CLAIMS AS FILED

	Number Filed	Number Extra	Rate	Basic Fee
				\$750.00
Total Claims	64 - 20 =	44	\$18.00	792.00
Independent Claims	3 - 3 =	0	\$84.00	0.00
Multiple Dependent claim(s), if any			\$280.00	
Filing Fee Calculation				\$1,542.00

6. X Applicants are entitled to small entity status  
50% Filing Fee Reduction (if applicable) \$771.00
7. Other Fees  
X Assignment Recordation Fee \$40.00  
- Other 0.00  
**TOTAL FEES ENCLOSED \$811.00**
8. Payment of Fees  
X Check in the amount of **\$811.00** (\$771.00 for filing fee plus \$40.00 for assignment recordation fee) enclosed.
9. X Authorization to Charge Additional Fees  
The Commissioner is hereby authorized to charge any additional fees (or credit any overpayment) associated with this communication and which may be required under 37 CFR § 1.16 or § 1.17 to Account No. 08-1275 **An originally executed duplicate of this transmittal is enclosed for this purpose.**
10. - Information Disclosure Statement
11. X Return Receipt Postcard

Dated: July 31, 2003

By: Thomas B. Haverstock  
Name: Thomas B. Haverstock  
Registration No.: 32,571

03915 U.S. PTO  
10/632615  
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